Inter-Agency Agreement

Between

The Georgia Technology Authority
georgia.gov Portal Contact Center

And

[Agency]
[Division]

Concerning

The Support of [Agency].georgia.gov

Table of Contents

Purpose of This Document

This document is a template that provides guidelines to capture the georgia.gov Portal Contact Center's scope of service to georgia.gov content and applications. This template fits within the Distributed Portal Support Model process and may need to be tailored and customized to the needs of each project. Special care should be considered if major sections are "tailored out".

1. "Tailoring" is the process that modifies the structural components of the template to the needs of a specific project. As an example, the participating agency may have a standard appendix that does not apply to the project.

2. Customization is the mechanical task of inserting customer or project logos, deliverable identifiers, names, and so on, into a copy of the template. The copy then becomes the live version of the Inter-Agency Agreement and will need to be updated as project conditions require.

3. Any level of tailoring can be applied to the template, as long as the georgia.gov Contact Center is advised. This notification has several purposes:

   a. It allows Quality Assurance to adjust,

   b. It allows the georgia.gov Portal Contact Center to adjust its QA activities to the project's plan,

   c. It allows the georgia.gov Portal Contact Center to advise the GTA and partnering agency of the potential effects and risks that may occur if materials are omitted, and

   d. It serves as a trigger for possible improvement of the template by the georgia.gov Portal Contact Center Team.

Revision History

Date	Author	Agency	Version	Comment

1.0 STATEMENT OF INTENT

This Inter-Agency Agreement (IAA) serves as an agreement between the Georgia Technology Authority's georgia.gov Portal Contact Center (PCC) and the [Agency]. This IAA documents the characteristics of PCC services that are required by [Agency] as they are mutually understood and agreed to by representatives of [Agency] and GTA. This IAA ensures that the proper elements and commitment are in place to provide optimal support of content and applications being developed and managed by the [Agency] for inclusion on the State of Georgia's website (georgia.gov) which is managed by the GeorgiaNet Division of GTA (GTA-GANET).

2.0   TERMS AND REVISIONS OF THIS IAA

We seek to put this Inter-Agency Agreement (IAA) in effect for one year from [Date] or until the IAA is renegotiated.

Only GTA and [Agency] may jointly renegotiate this IAA.   Either party may terminate this IAA by providing the other with 90 days written notice of termination.   A terminated or renegotiated IAA requires a director's and/or the equivalent level signatures from both GTA and [Agency].

An expired IAA will continue to be reported upon until a new IAA is put in place. This IAA document will terminate thirty (30) days after the approval of the GTA Service Level Agreement document, which will be used for all agencies joining georgia.gov.

3.0 DEFINITION OF TERMS

Term	Definition
Enterprise Portal/Interoperability Architecture (EPIA)	Managed by GTA, this is the platform for allowing all information and services offered by State agencies to be delivered in an integrated, secure, personalized way.
georgia.gov	The website for the State of Georgia that serves as a portal to services and information for the constituents of Georgia. Enterprise georgia.gov content is managed and operated by GTA's, GeorgiaNet Division. Within this document, references to [Agency] georgia.gov content apply to sections of [Agency]s website that have adopted the technologies and look and feel of georgia.gov.
georgia.gov Portal Contact Center (PCC)	The PCC is the single point of contact between the State of Georgia and its georgia.gov customers (or designated customer liaisons) for applications and content delivered through georgia.gov. The PCC is responsible for resolving georgia.gov problems; not the resolution of problems with applications or content specifically supported and managed by an agency. A problem that cannot be resolved immediately by the PCC is assigned to the specialist groups or teams of the appropriate State entity.
ServiceCenter®	ServiceCenter is the application used currently by PCC to manage work related service requests, and problems or changes that impact the products and services it manages.
Change	Any enhancement or modification that results in added functionality or requires changes to the enterprise content, georgia.gov tools or infrastructure, will be classified as a change.
Change Request	When an Agency/Customer requires modification to georgia.gov enterprise content or application components, a Change Request is required. The process is spelled out in Section 6.1 Change Management.
Problem	A situation that results in a loss of existing functionality or interruption of services would be classified as a Problem. If the situation doesn't result in the aforementioned, then it requires a Change Request and should adhere to the change process. (see Change Management)
Vignette Multi-site Content Manager (Vignette)	A component of the EPIA, that serves as the georgia.gov content management system.
PCC Tier One	The point of contact for georgia.gov when the constituent calls or emails the Portal Contact Center (404-818-6600/866-351-0001 and help@georgia.gov .

PCC Tier Two	The PCC Manager-level staff that performs triage on the problems and issues escalated from PCC Tier One.
PCC Tier Three	The Hardware, Software and Network vendors that support the Portal. Support agreements exist for the following support vendors: Sun, Ez-Gov, Vignette, Nuance, and NMS. Each vendor has its own reporting and escalation procedure.
Agency Tier One	The point of contact when the Constituent calls or emails the agency website or when the PCC Tier One transfers a call or email to the Agency.
Agency Tier Two	The Agency manager-level staff that receives problems and issues from the Agency Tier One and/or PCC Tier Two.

4.0 ROLES AND RESPONSIBILITIES

The section defines GTA PCC and [AGENCY] responsibilities with regard to support of [AGENCY] georgia.gov {content or application].

4.1 [AGENCY] georgia.gov Content

The PCC will set up and maintain a point of contact service as follows for addressing problems and issues with [AGENCY] georgia.gov content:

• Level:	Responsibilities:
PCC Tier One 404-818-6600 866-351-0001 help@georgia.gov	▪ Respond to technical problems related to [AGENCY] georgia.gov content ▪ Provide contact information for [AGENCY] georgia.gov content ▪ Provide "how to" instructions and navigational instructions ▪ Document comments, suggestions and complaints regarding Georgia.gov applications/components and content
PCC Tier Two	▪ Resolve technical problems and issues escalated from PCC Tier One ▪ Assign problems to [AGENCY] Tier Two for resolution ▪ Engage PCC Tier 3 resources as required.
PCC Tier Three	▪ Resolve problems escalated from PCC Tier Two ▪ Report back status and resolution to the individual who requested the PCC Tier Three contact

- PCC Tier One troubleshooting for the application is dependent upon:
  - The ability to answer constituent questions utilizing the FAQ's provided by [AGENCY] and;
  - The ability to respond to questions related to [AGENCY] reported service outages and known bugs that impact the application.

- If the constituent contact is regarding: (a) [AGENCY] georgia.gov content specific information which is not available from the [AGENCY] provided FAQ's, or (b) problems, comments, complaints or suggestions for [AGENCY] georgia.gov supported applications/components or content, the PCC Tier One will transfer the contact to [AGENCY] Tier One, as appropriate. A transfer can be a physical transfer of the call, forwarding of an email, or PCC Tier One may provide redirect information to the caller or email. At the point a constituent contact is transferred to [AGENCY] Tier One, tracking of that contact by the PCC stops.

- If the constituent contact is a comment, suggestion, complaint or technical problem for georgia.gov applications/components or content, that the PCC Tier One could

not resolve, then the PCC Tier One will log the contact as a ServiceCenter problem. The problem is assigned to the PCC Tier Two. The problem is logged in Service Center as experienced by a generic portal user. The PCC Tier Two will work to resolve and close the problem without personal contact with the Constituent. All direct contact with the Constituent is at the PCC or the [AGENCY] Tier One level.

- If the PCC Tier Two cannot resolve a technical problem, the PCC Tier Two will open a trouble ticket with PCC Tier Three according to the terms and conditions of the service level agreement between GTA and the appropriate PCC Tier Three vendor. PCC Tier Two will remain responsible for the resolution of the technical problem until PCC Tier Three resolves the technical problem according to such agreement.

- If responsibility for a problem is not clear or results in finger pointing, the PCC Tier Two will own the problem. If the PCC Tier Two is unable to resolve the problem within PCC Tier Two and PCC Tier Three, the PCC Tier Two will escalate the problem to the GTA GaNet Quality Management Director.

- The PCC Tier Two will broadcast reported service outages and known bugs within the Enterprise Portal/Interoperability Architecture (EPIA) that could impact the performance or usability of the [AGENCY] georgia.gov content as specified in the Communications Plan set forth in this document.

- [AGENCY] will set up and maintain a point of contact service as follows for addressing problems and issues with [AGENCY] georgia.gov content:

Level:	Responsibilities:
[AGENCY] Tier One	- Respond to questions related to [AGENCY] georgia.gov content - specific information, problems, comments, complaints and suggestions - Respond to substantive questions related to [AGENCY] georgia.gov content-supported applications, components or content - Provide contact information to the GTA PCC for technical problems that cannot be resolved
[AGENCY] Tier Two	Resolve any technical problems and other issues not resolved by the [AGENCY] Tier One or escalated from the GTA PCC Tier Two

- [AGENCY] Tier One will handle all calls or emails in its resolution domain.

- [AGENCY] Tier One will transfer calls and emails concerning portal operations or GTA GaNet supported georgia.gov applications/components or content to the PCC Tier One. [AGENCY] Tier One will forward any other technical issues to [AGENCY] Tier Two.

- The [AGENCY] Tier One shall be manned, at a minimum, the same hours as the PCC Tier One. In some cases the hours may be greater than the PCC's hours. If the [AGENCY] Tier One has a phone contact that should be transferred to the PCC Tier

One after hours, the [AGENCY] Tier One will advise the Constituent to either call the PCC Tier One during normal business hours or send an email to the PCC.

- The [AGENCY] Tier Two will work to resolve and close the ServiceCenter problems assigned to it or reassign them. If the [AGENCY] Tier Two identifies a technical issue relating to portal operations, the [AGENCY] Tier Two will log the problem in ServiceCenter and assign it or reassign an existing problem to the appropriate PCC Tier Two assignment group in accordance with the guidelines set forth above.

- [AGENCY] will provide updated FAQ's to the PCC Tier One as described in the Communication Plan.

- [AGENCY] will provide technical and/or business logic assistance to the PCC Tier Two and Support Vendor in the resolution of technical problems.

4.2   Training

4.2.1   [AGENCY] Contact Center Training of GTA PCC Staff

[AGENCY] Contact Center staff associated with the support of [AGENCY] georgia.gov content agrees to provide training for PCC staff on [AGENCY] georgia.gov content if requested. It is further agreed that this training will be repeated as necessary to ensure that all relevant PCC staff are trained in a timely manner and that operations of the PCC are not disrupted.

A training agenda and schedule will be collaboratively developed and approved by [AGENCY] and GTA ninety-six (96) hours prior to any training session

4.2.2   PCC Training of [AGENCY] Contact Center

PCC Tier One and Tier Two staff associated with the support of [AGENCY] georgia.gov content agree to provide training for [AGENCY] Tier One and Two on the agreements contained in this document and general GTA PCC operational policies and procedures, if requested. It is further agreed that this training will be repeated as necessary to ensure that all relevant [AGENCY] Contact Center staff are trained in a timely manner and that operations of the [AGENCY] Contact Center are not disrupted.

A training agenda and schedule will be collaboratively developed and approved by the [AGENCY] Contact Center and the GTA PCC ninety-six (96) hours prior to any training session

4.2.3   Additional Training

As needed additional training will be provided to the [AGENCY] Contact Center staff by the PCC, and to the PCC by the [AGENCY] Contact Center to ensure that all aspects of support can be handled effectively.

Agendas and schedules for this additional training will be collaboratively developed and approved by the GTA PCC and the [AGENCY] Contact Center ninety-six (96) hours prior to any training session.

4.3   Out-of-Scope Services

The following services, which can cause interruptions in the ability of the end users of [AGENCY] georgia.gov content to access or utilize these services, **are not under the management control of PCC or GTA and thus out of scope of this IAA:**

4.3.1   [AGENCY]'s georgia.gov content Support

[AGENCY] georgia.gov content development

[AGENCY] georgia.gov internal content management and support services

[AGENCY] georgia.gov content management functions within [AGENCY]

Additionally, for PCC/GANET services, this IAA applies only to "normal operations". During major initiatives, alternative plans and agreements will be developed and take precedence over this IAA.

4.3.2   Scheduled Outages

GTA agrees to notify the [AGENCY] Contact Center as soon as possible, but not less than fifteen (15) days prior to a major scheduled outage to insure adequate communication and coordination.

4.3.3   Non-Scheduled Outages

In the event of an emergency outage, or any non-scheduled outage, the GTA PCC will notify the [AGENCY] Contact Center as soon as possible regarding the action and backup procedures, if any, that the GTA has been taking to maintain continuity of service.

5.0   PROBLEM MANAGEMENT

5.1   PCC Problem Tracking

The problem management module of ServiceCenter® is used by the PCC to log problems and track progress towards their resolution and is the tool used to log and track progress on problems between the PCC Tier Two and the [Agency] Tier Two support groups.

A problem that cannot be resolved immediately by the PCC Tier One that applies to georgia.gov content or applications maintained by GTA's GeorgiaNet Division are **elevated** as follows:

A ticket is created in the ServiceCenter© problem management module and is assigned to the PCC Tier Two Manager or the appropriate GTA assignee;

This resource then owns the responsibility for resolving the problem or reassigning it to the correct entity to resolve and close. The problem can be assigned to PCC Tier Two individuals within GTA's GeorgiaNet, Information Resources Management, or Telecommunications Divisions. Those individuals will work with the PCC Tier 3 vendors, as required.

If it is determined that the problem is owned by [Agency] (refer to section 4.0 – Roles and Responsibilities) the problem will be transferred to the appropriate [Agency] Tier Two support group via ServiceCenter©.

5.2   [Agency] Problem Tracking

The problem management module of ServiceCenter® is also used by [Agency] Tier TWO to log technical problems outside their problem resolution domain to the PCC Tier Two.

6.0   CHANGE MANAGEMENT

The following procedures ensure adequate communication of changes impacting georgia.gov services to the constituents of [Agency] and georgia.gov, as well as those serving to support those constituents. Additionally it provides direction to customers/agencies as to how a Change Request is submitted to GaNet for implementation.

6.1   [Agency] georgia.gov Content/Application Change Process

From time to time there may be a need for the [AGENCY] to request changes to the georgia.gov enterprise content features, content management templates, and georgia.gov tools or to the infrastructure maintained by GaNet. To facilitate this process we ask that a resource from the agency be identified as the single point of contact for requesting **all** changes. To submit a Change Request an email should be sent by the authorized requestor to the mailbox of the GeorgiaNet Traffic department. (traffic@gta.ga.gov). Once received, the email will be reviewed and a Change Request will be entered in ServiceCenter. If the request is approved by the appropriate resources a planned implementation date will be provided to the requestor. Traffic will notify the requestor when the change has been completed. If the Change Request is not approved, or if additional clarification is required, the requestor will be notified.

6.2   PCC Operations

All operational modification and enhancement to PCC procedures must be communicated in writing to [Agency] at least 96 hours prior to deployment.

6.3   georgia.gov Operations

Notification of changes that require outages with and/or significant modification to georgia.gov content or its infrastructure that impacts georgia.gov information or services for [Agency] constituents must be communicated in writing to [Agency] at least 96 hours prior to deployment.

GTA will provide training or orientation with release upgrades when GTA determines that the changes in the upgrade/release are sufficient to warrant providing a release/upgrade training session.

7.0   OPERATIONAL PARAMETERS

7.1   Coverage

Service	Support Group	Critical Business Hours
georgia.gov	GTA – Georgia.gov Contact Center	8 AM – 5 PM Monday – Friday *Excluding State Holidays*

7.2   Maintenance Windows

7.2.1   [Agency] Content/Application Routine Maintenance Schedule

8.0 APPROVALS

[Department]

_____ Date_____

Georgia Technology Authority, Gina Tiedemann, Director of GaNet

_____ Date_____

Attachment A - Communication Plan

1.1   georgia.gov Portal Contact Center Contact Information

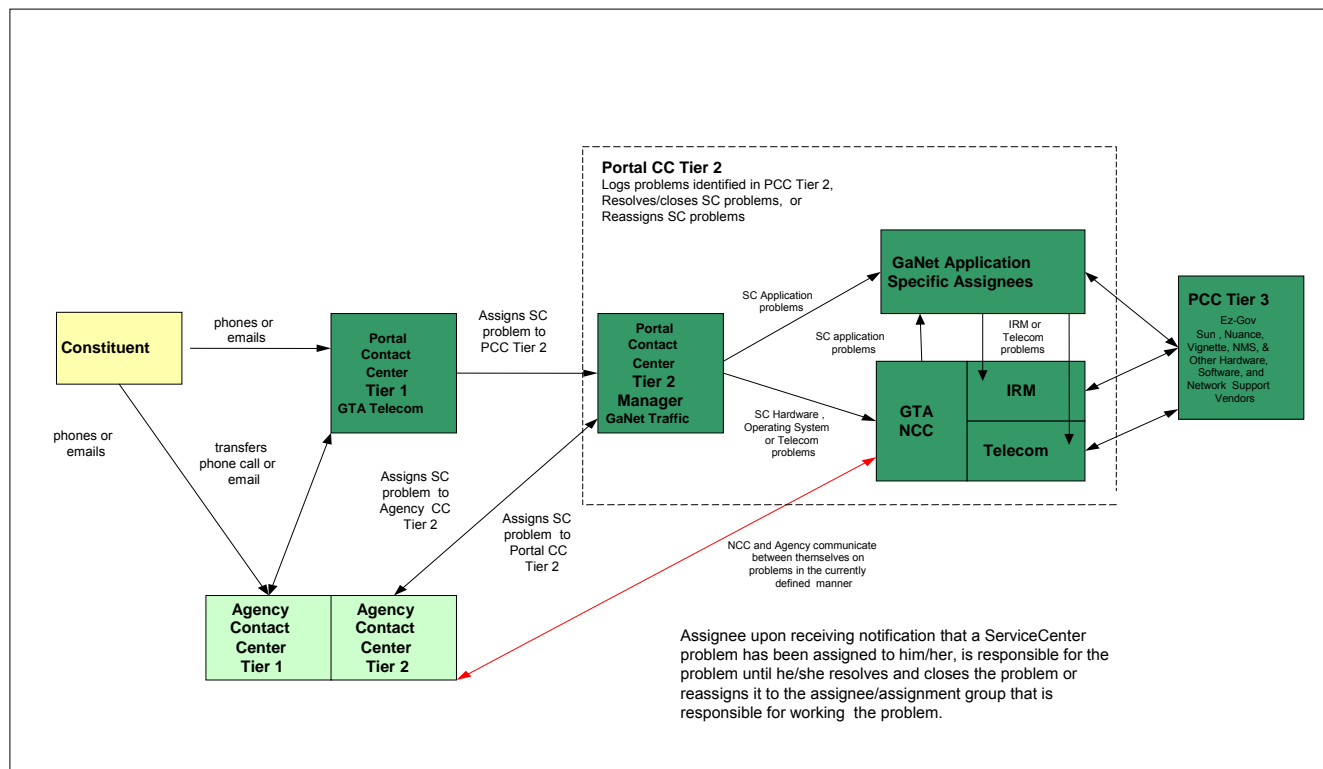| georgia.gov Portal Contact Center	Contact Information
General georgia.gov Assistance GTA – georgia.gov Portal Contact Center **(Tier One)**	**Constituent Facing** Atlanta metro: (404) 818-6600 Statewide (Toll free): (866) 351-0001 Email: help@georgia.gov **PCC Tier One Manager** Contact: Brian Stowers Phone: (404)463-8441 Email: bstowers@gta.ga.gov
Technical georgia.gov Assistance GTA – georgia.gov Portal Contact Center **(Tier Two)** ** The Tier Two Manager should not be contacted directly with technical problems. All technical problems are logged at PCC Tier One or at the [Agency] Tier Two and passed to PCC Tier Two via ServiceCenter.	**PCC Tier Two Manager** Contact: Michael Burkett Phone: Email: portal contact center tier 2 manager@gta.ga.gov **ServiceCenter Assignment Group**: portal tier 2

1.2   [Agency] Support Groups and Contact Information

[Content/application] Support Group	Contact Information
[Agency] Tier One	
[Agency] Tier Two	

1.3 Distributed Portal Support Communications Matrix

The following matrix details **communication protocols for information specific to georgia.gov support among GTA and [Agency] management and support groups.** Further communications needed within GTA and [Agency] groups to facilitate resolution to these scenarios is not detailed within this document.

georgia.gov Topic	Scenario/Objective of Communication	Messenger	Audience	Frequency	Vehicle
[Agency] www.___.___.georgia.gov	Significant **modification to** www.___.___.georgia.gov **(**impacting [Agency] constituency).				
	Significant **modification to the [Agency] Tier One or Tier Two** organization or processes.				
www.georgia.gov (Enterprise Content)	Significant **modification to georgia.gov** (impacting [Agency] constituency).	PCC Tier Two Manager		As needed (96 hours or 4 business days prior to deployment)	Email
	georgia.gov emergency modification or service outages.	PCC Tier Two Manager		As needed	Email
georgia.gov Portal Contact Center	Significant **modification to the PCC Tier One** organization or processes.	PCC Tier One Manager		As needed	Email Weekly Portal Support Status Meetings
	Significant **modification to the PCC Tier Two** organization or processes.	PCC Tier Two Manager		As needed	Email Weekly Portal Support Status Meetings

Attachment B - georgia.gov Distributed Support Model

Description of Key Entities

Constituent - Any recipient or requester of information or services available to the public through georgia.gov. The constituent phones or emails the Portal Contact Center (Tier 1) or an Agency Contact Center (Tier 1) with business or technical problems, comments, complaints, or suggestions.

Portal Contact Center (PCC) Tier 1 is the point of contact for georgia.gov when the constituent calls or emails the Portal Contact Center (404-818-6600/866-351-0001 and help@georgia.gov), or when an Agency Contact Center Tier 1 transfers a call or email to the Portal Contact Center Tier 1. The PCC Tier 1 operates from 8:00 AM to 5:00 PM, Monday through Friday, excluding State holidays. The PCC Tier 1 responds to the constituent's call or email contact within PCC Tier 1 without transferring the contact, if the contact is in the domain for PCC Tier 1 resolution. Examples of requests that would be in the PCC Tier 1 domain are contacts for information, navigational instructions, "how to" instructions, comments, suggestions, complaints and problems about the GaNet supported georgia.gov applications/components and content. PCC Tier 1 attempts to resolve those contacts while on the phone with the constituent or by responding to the constituent's email. PCC Tier 1 handles contacts that can be answered from the agency provided FAQ's and scripts.

If the constituent contact is for Agency specific information (not available from the Agency provided FAQ's), problems, comments, complaints or suggestions for Agency supported applications/components or content, the PCC Tier 1 transfers the contact to the Agency Contact Center Tier 1. Transfer can be a physical transfer of the call, forwarding of an email, or PCC Tier 1 can provide redirect information to the caller or email. At the point a constituent

contact is transferred to an Agency Contact Center (CC), tracking of that contact by the PCC stops. The PCC Tier 1 codes the calls it receives and is able to get call metrics from its Mitel equipment.

If the constituent contact is a technical problem, comment, complaint, or suggestion for GaNet supported georgia.gov applications/components or content, that the PCC Tier 1 could not resolve, then the PCC Tier 1 will log the contact as a ServiceCenter problem. The problem is assigned to the PCC Tier 2 Assignment Group. The problem is logged as experienced by a generic portal user. The PCC Tier 2 should resolve and close the problem without personal contact with the constituent. All direct contact with the constituent is at the PCC or Agency CC Tier 1 level.

Agency Contact Center (CC) Tier 1 is the point of contact when the constituent calls or emails the Agency Contact Center, or when the PCC Tier 1 transfers a call or email to the Agency Contact Center Tier 1. The Agency Contact Center receives constituent contacts for Agency specific information, problems, comments, complaints, or suggestions about Agency supported applications/components or content. The Agency CC Tier 1 handles all calls or emails in its resolution domain. It forwards technical issues to its Agency CC Tier 2. The Agency CC Tier 1 transfers calls and emails concerning portal operations or GaNet supported georgia.gov applications/components or content to the PCC Tier 1.

The Agency Contact Center Tier 1 is manned, at a minimum the same hours as the Portal Contact Center Tier 1. In some cases the Agency Contact Center hours may be greater that the PCC's hours. If the Agency Contact Center Tier 1 has a phone contact that should be transferred to the PCC Tier 1 after hours, the Agency Contact Center Tier 1 will advise the constituent to either call the PCC Tier 1 during normal business hours or send an email to the PCC. Email contacts can be forwarded 24 hours a day to help@georgia.gov. Emails will receive a response from a PCC Tier 1 agent within 24 hours (next business day).

The **Portal Contact Center Tier 2 Manager** receives email notifications from ServiceCenter when problems have been identified and assigned to the PCC Tier 2 Assignment Group. The PCC Tier 2 Manager performs triage on the problem. The PCC Tier 2 Manager either resolves and closes the problem in ServiceCenter or reassigns the problem to the appropriate assignment group. When reassigning a problem, a comment is documented on the ServiceCenter problem action/resolution tab to explain why the problem was reassigned.

Problems with GaNet supported georgia.gov applications/components or content are assigned to a GaNet assignment group identified to support the specific application/component or content.

Problems with Agency supported applications/components or content are assigned to an Agency CC Tier 2 assignment group identified to support the Agency specific application/component or content.

Problems with hardware, operating systems, or network are assigned to the IRM (Information Resource Management Division) Duty Manager.

Problems with Portal middleware (Sun One Web Server, Sun One Proxy Server, Sun One Application Server, Sun One Directory Server, Sun One Portal Server, and Sun Multi Device Software) are the responsibility of IRM, specifically the Unix Support Group.

Responsibility for problems with Vignette is shared between GaNet and IRM (Unix Support).

Reassigning the problem causes the assignee/assignment group to be notified by ServiceCenter that the problem has been assigned to him/her. The problem's assignee/assignment group is expected to resolve/close or reassign the problem. If responsibility for a problem is not clear or results in fingerpointing, the PCC Tier 2 Manager will own the problem. If the PCC Tier 2 Manager is unable to resolve the problem within PCC Tier 2 and PCC Tier 3, the PCC Tier 2 Manager will escalated it to the GaNet Traffic Manager.

Portal Contact Center (PCC) Tier 2 is composed of any assignee/assignment group within GaNet, IRM or Telecom that may be assigned to resolve portal problems. When notified by ServiceCenter that a problem has been assigned, the assignee/assignment group follows its organization's internal procedures to resolve and close the problem. The problem may require collaboration with a PCC Tier 3 Vendor.   If the assignee/assignment group determines that the problem needs to be reassigned, then the current assignee reassigns the problem within PCC Tier 2 or the Agency CC Tier 2.

Agency Contact Center (CC) Tier 2 receives problems from its Agency CC Tier 1. Also, the PCC Tier 2 Manager assigns ServiceCenter problems to the Agency CC Tier 2 Assignment Group when the PCC Tier 2 Manager identifies problems with agency supported applications/components or content. The Agency CC Tier 2 works to resolve and close the ServiceCenter problems assigned to it or reassign them. If the Agency CC Tier 2 identifies a technical issue relating to portal operations, the Agency CC Tier 2 logs the problem in ServiceCenter and assigns it or reassigns an existing problem to the PCC Tier 2 Assignment Group (assignee PCC Tier 2 Manager).

Portal Contact Center Tier 3 is composed of the Hardware, Software and Network Vendors that support the Portal.   Support agreements exist for PCC Tier 3 Support Vendors: Sun, Ez-Gov, Vignette, Nuance, and NMS.   Each Vendor has its own reporting and escalation procedure which PCC Tier 2 (GaNet, IRM and Telecom) follows.   PCC Tier 2 makes contact with the PCC Tier 3 support vendors following the vendors' contact procedures. PCC Tier 3 support vendors report back status and resolution to the GaNet, IRM, or Telecom individual who requested the PCC Tier 3 contact.   The PCC Tier 2 individual in GaNet, IRM, or Telecom assigned the ServiceCenter problem documents the problem resolution and closes the problem in ServiceCenter or reassigns the problem.

Other Problems identified with possible impact to Portal Operations: If the Network Control Center, IRM, Telecom, or an Agency Contact Center identifies a problem condition which could impact portal operations, then the Network Control Center, IRM, Telecom, or the Agency Contact Center will send an email to the PCC Tier 2 Manager explaining the problem condition. The PCC Tier 2 Manager will decide if this problem condition needs to be broadcast to the Portal Listserv. Examples of possible problem conditions are: part of the Network is down, an application is degrading response time for all applications on the mainframe, or a database used by a portal service is not operational.

Sending an email to the Listserv **GTA-PORTAL-SUPPORT@LIST.STATE.GA.US** will broadcast the problem condition to key personnel in GaNet, the Network Control Center, IRM, Telecom, the Portal Contact Center, and the Agency Contact Centers.